

## 2.17 SERVICE STANDARDS

### **KLIËNTE diensstandaarde – HERSIEN VAN DIE STANDAARDE**

File number / Verwysingsnommer: 6/4/1

Meeting date / Vergadering datum: 23 Februarie 2016

Report by / Verslag deur: Mnr K Smit

### **STRATEGIC PURPOSE / STRATEGIESE REDE**

*Doeltreffende, koste-effektiewe en beste kwaliteit dienslewering aan al ons inwoners.*

### **PURPOSE OF REPORT / DOEL VAN VERSLAG**

Dat die Uitvoerende Burgemeesterskomitee kennis neem van die hersiene kliëntediensstandaarde.

### **BACKGROUND AND DISCUSSION / AGTERGROND EN BESPREKING**

Kliëntediensstandaarde moet elke drie maande hersien word volgens Hoof: Administrasie se SDBIP.

Vind aangeheg die kliëntediensstandaarde.

Nuwe of verwerkte standaarde kan bygevoeg word indien nodig.

### **COMMENTS: MUNICIPAL MANAGER / KOMMENTAAR: MUNISIPALE BESTUURDER**

Die aanbevelings word ondersteun. Die diensstaat ondersoek word voor einde Mei voltooi en mag dit 'n effek hê op die werksaamhede van sommige Departemente / Afdelings. Sodra veranderings van personeelstruktuur plaasvind, moet diensstandaarde weer hersien word.

### **COMMENTS: MANAGER CORPORATE SERVICES / KOMMENTAAR: BESTUURDER KORPORATIEWE DIENSTE**

Handhawing van die diensstandaarde in die Tegniese Dienste departement is onder druk deurdat die werkstudieverslag en Organogram nog nie goedgekeur is nie en poste daarom nie gevul kan word nie. Sodra poste gevul word, sal diensstandaarde weer verbeter.

### **COMMENTS: MANAGER FINANCE / KOMMENTAAR: BESTUURDER FINANSIES**

Neem kennis.

**COMMENTS: MANAGER PLANNING AND ENVIRONMENTAL AFFAIRS /  
KOMMENTAAR: BESTUURDER BEPLANNING EN OMGEWINGSKE**

Daar word volstaan by die huidige diensstandaarde en is veranderings nie nou nodig nie.

**COMMENTS: MANAGER TECHNICAL SERVICES / KOMMENTAAR: BESTUURDER  
TEGNIËSE DIENSTE**Hoof-Siviele Instandhouding en Bedrywighe:

Die diensstandaarde vir Strate en stormwater moet hersien word. Die beskikbare personeel vir die herstel van slaggate en stormwater infrastruktuur is min en word versoek dat die diensstandaarde dae vir die herstel van slaggate en herstel van stormwaterkanale verleng word met 7 dae. Die detail verandering van die diensstandaarde is na Mnr K Smit ge-epos vir die nodige wysigings. Let wel dat die water, riool en elektrisiteit standaarde dieselfde sal bly.

**COMMENTS: MANAGER COMMUNITY SERVICES / KOMMENTAAR:  
BESTUURDER GEMEENSKAPSDIENSTE**

Daar word volstaan by die huidige diensstandaarde.

**COMMENTS: LEGAL SERVICES / KOMMENTAAR: REGSDIENSTE**

Daar word kennis geneem hiervan.

**COMMENTS: OTHER / KOMMENTAAR: ANDER****RECOMMENDATION / AANBEVELING**

1. Dat die Uitvoerende Burgermeesterskomitee kennis neem van die hersiene kliëntediensstandaarde met inagneming dat die herstel van slaggate en die herstel van stormwaterkanale na 14 dae verleng word.
2. Dat daar in die eerskomende nuusbriëf weereens gemeld word rakende die unieke nommer wat publiek ontvang, indien 'n klagte aangemeld word en dit as 'n verwysing gebruik word.

**ATTACHMENTS / STAWENDE DOKUMENTE**

Kliëntediensstandaarde

Name	Service Description	Service level days	Department		Action
CORPORATE SERVICES: Council Resolutions Distribution to Managers and personnel	CORPORATE SERVICES: Distribution of Council Resolutions from the Administration Department to applicable Managers and personnel for implementation or information.	4	Corporate Services		Select
CORPORATE SERVICES: Correspondence Distribution	CORPORATE SERVICES: The Distribution of incoming correspondence to various departments for action.	3	Corporate Services		
CORPORATE SERVICES: Appointment of Personnel	CORPORATE SERVICES: Appointment of Personnel	60	Corporate Services		
CORPORATE SERVICES: Contractual Legal Advise	CORPORATE SERVICES: Contractual Legal Advise	14	Corporate Services		
CORPORATE SERVICES: Website Updates	CORPORATE SERVICES: Website Updates	2	Corporate Services		
COMMUNITY SERVICES: Replace Traffic Signs	COMMUNITY SERVICES: Replace Traffic Signs	21	Community Services	433136	Select
COMMUNITY SERVICES: Licensing and Road Worthy Certificates	COMMUNITY SERVICES: Licensing and Road Worthy Certificates	56	Community Services		
COMMUNITY SERVICES: Learners and Driver's License	COMMUNITY SERVICES: Availability of learners and driver's License appointment	56	Community Services		
COMMUNITY SERVICES: Traffic Control Complaint	COMMUNITY SERVICES: Traffic Control Complaint	10	Community Services	433177	Select
COMMUNITY SERVICES: By-laws Contravention	COMMUNITY SERVICES: By-laws Contravention	14	Community Services	433474	Select
COMMUNITY SERVICES: Complaints wrt. Vagrants	COMMUNITY SERVICES: Complaints wrt. Vagrants	14	Community Services	433479	Select
COMMUNITY SERVICES: Illegal Traders	COMMUNITY SERVICES: Illegal Traders	2	Community Services	433481	Select
COMMUNITY SERVICES: Problem at Sport Facilities	COMMUNITY SERVICES: Problem at Sport Facilities	3	Community Services	433493	Select
COMMUNITY SERVICES: Burning of Transfer Station	COMMUNITY SERVICES: Burning of Transfer Station	3	Community Services	433521	Select

Name	Service Description	Service level days	Department		Action
TECHNICAL SERVICES: Repair Water Pipe Bursts	TECHNICAL SERVICES: Repair Water Pipe Bursts	1	Technical Services	433524	Select
TECHNICAL SERVICES: Clear Blocked Sewerage Drains	TECHNICAL SERVICES: Clear Blocked Sewerage Drains	3	Technical Services	433526	Select
TECHNICAL SERVICES: Sewerage Connections	TECHNICAL SERVICES: Sewerage Connections	21	Technical Services		
TECHNICAL SERVICES: Repair Potholes	TECHNICAL SERVICES: Repair Potholes	7	Technical Services	433529	Select
TECHNICAL SERVICES: Repair Water Leakages	TECHNICAL SERVICES: Repair Water Leakages	2	Technical Services	433533	Select
TECHNICAL SERVICES: Repair/Replace Faulty Water Meters	TECHNICAL SERVICES: Repair/Replace Faulty Meters	5	Technical Services	433537	Select
TECHNICAL SERVICES: No Water Available	TECHNICAL SERVICES: No Water Available	1	Technical Services	433538	Select
TECHNICAL SERVICES: Low Water Pressure	TECHNICAL SERVICES: Low Water Pressure	5	Technical Services	433539	Select
TECHNICAL SERVICES: Water Quality Complaints	TECHNICAL SERVICES: Water Quality Complaints	5	Technical Services	433542	Select
TECHNICAL SERVICES: Water Connections	TECHNICAL SERVICES: Water Connections	21	Technical Services		
TECHNICAL SERVICES - SEWER: Smells	TECHNICAL SERVICES - SEWER: Smells	5	Technical Services	433587	Select
TECHNICAL SERVICES - SEWER: Leakages	TECHNICAL SERVICES - SEWER: Leakages	1	Technical Services	433588	Select
TECHNICAL SERVICES: Rubbish removal	TECHNICAL SERVICES: Rubbish removal	2	Technical Services		
TECHNICAL SERVICES: General Dumping Complaints	TECHNICAL SERVICES: General Dumping Complaints	5	Technical Services	433496	Select
TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover	TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover	3	Technical Services	433589	Select
TECHNICAL SERVICES - SEWER: Removal Services	TECHNICAL SERVICES - SEWER: Removal Services	3	Technical Services	433590	Select

Name	Service Description	Service level days	Department		Action
TECHNICAL SERVICES - ROADS & STORM WATER: Pavement Related	TECHNICAL SERVICES - ROADS & STORM WATER: Pavement Related	7	Technical Services	433592	Select
TECHNICAL SERVICES - ROADS & STORM WATER: Blocked Storm Water Drains	TECHNICAL SERVICES- ROADS & STORM WATER: Blocked Storm Water Drains	7	Technical Services	433593	Select
TECHNICAL SERVICES - ROADS & STORM WATER: Uneven Road Surfaces / Gravel Roads	TECHNICAL SERVICES - ROADS & STORM WATER: Uneven Road Surfaces / Gravel Roads	7	Technical Services	433596	Select
TECHNICAL SERVICES Damaged Road Repairs	TECHNICAL SERVICES Damaged Road Repairs	30	Technical Services		
TECHNICAL SERVICES: Storm Water Pipe Repairs	TECHNICAL SERVICES: Storm Water Pipe Repairs (Breakage and Blockage)	30	Technical Services		
TECHNICAL SERVICES: Repair of Side walks	TECHNICAL SERVICES: Make of Side walks	14	Technical Services		
TECHNICAL SERVICES: Make of Driveways	TECHNICAL SERVICES: Make of Driveways	14	Technical Services		
TECHNICAL SERVICES: Cutting of Trees and Grass	TECHNICAL SERVICES: Cutting of Trees and Grass	7	Technical Services	433494	Select
TECHNICAL SERVICES: Clearing of Open Overgrown Areas	TECHNICAL SERVICES: Clearing of Open Overgrown Areas	21	Technical Services		
TECHNICAL SERVICES: Grave Preparation for Burials	TECHNICAL SERVICES: Grave Preparation for Burials	3	Technical Services		
TECHNICAL SERVICES: General Repairs (Small defects)	TECHNICAL SERVICES: General Repairs (Small defects)	3	Technical Services		
TECHNICAL SERVICES: Power Interruptions	TECHNICAL SERVICES: Power Interruptions	1	Technical Services	433597	Select
TECHNICAL SERVICES: Meter Queries / Complaints	TECHNICAL SERVICES: Meter Queries / Complaints	2	Technical Services	433598	Select
TECHNICAL SERVICES - STREET LIGHTS: Entire Street is Off	TECHNICAL SERVICES - STREET LIGHTS: Entire Street is Off	2	Technical Services	433599	Select

Name	Service Description	Service level days	Department		Action
TECHNICAL SERVICES - STREET LIGHTS: Single Street Light is Off	TECHNICAL SERVICES - STREET LIGHTS: Single Street Light is Off	5,21	Technical Services	433600	Select
TECHNICAL SERVICES: Electricity: Reconnections After Payment is Made	TECHNICAL SERVICES: Reconnections After Payment is Made	1	Technical Services	433601	Select
TECHNICAL SERVICES: Electricity : New Connections Where Existing Infrastructure can be Used and After Payment is Made	TECHNICAL SERVICES: New Connections Where Existing Infrastructure can be Used and After Payment is Made	5	Technical Services	433603	Select
TECHNICAL SERVICES Faulty Power box (Repair of Replacement)	TECHNICAL SERVICES Faulty Power box (Repair of Replacement)	1	Technical Services		
TECHNICAL SERVICES: Geyser Control	TECHNICAL SERVICES: Geyser Control	2	Technical Services		
FINANCIAL SERVICES: Electricity Blocked	FINANCIAL SERVICES: Electricity Blocked	4	Financial Services	433605	Select
FINANCIAL SERVICES: Water Blocked (Placed on Drip)	FINANCIAL SERVICES: Water Blocked (Placed on Drip)	4	Financial Services	433606	Select
FINANCIAL SERVICES: Prepaid Vendor Off	FINANCIAL SERVICES: Prepaid Vendor Off	4	Financial Services	433607	Select
FINANCIAL SERVICES: Account Enquiries	FINANCIAL SERVICES: Account Enquiries	4	Financial Services	433608	Select
FINANCIAL SERVICES Clearance Certificate	FINANCIAL SERVICES Clearance Certificate	30	Financial Services		
FINANCIAL SERVICES Tax Clearance	FINANCIAL SERVICES: Tax Clearance	7	Financial Services		
FINANCIAL SERVICES Social Assistance Applications	FINANCIAL SERVICES: Social Assistance Applications	60	Financial Services		
TOWN PLANNING: Building Inspection Confirmation	TOWN PLANNING: Building Inspection	3	Town and Regional Planning and Building Control	688524	Select
TOWN PLANNING: Builders Deposit Refund Application processed	TOWN PLANNING: Builders Deposit	3	Town and Regional Planning and Building Control	688526	Select



Name	Service Description	Service level days	Department		Action
TOWN PLANNING: On-site Queries	TOWN PLANNING: On-site Queries	5	Town and Regional Planning and Building Control	688527	Select
TOWN PLANNING: Building Plan Application Progress	TOWN PLANNING: Building Application Progress	5	Town and Regional Planning and Building Control	688531	Select
TOWN PLANNING: Complaint: General	TOWN PLANNING: Complaint: General	5	Town and Regional Planning and Building Control	688535	Select
TOWN PLANNING: Outdoor Advertising Enquiries	TOWN PLANNING: Outdoor Advertising Enquiries	5	Town and Regional Planning and Building Control	688539	Select
TOWN PLANNING: Building Plan Approval	TOWN PLANNING: Building Plan Approval	30	Town and Regional Planning and Building Control		
TOWN PLANNING Zoning Certificate	TOWN PLANNING Zoning Certificate	10	Town and Regional Planning and Building Control		
TOWN PLANNING: Land Use/Scheme Regulation Queries	TOWN PLANNING: Land Use/Scheme Regulation Queries	5	Town and Regional Planning and Building Control	688540	Select
TOWN PLANNING Land Use Applications	TOWN PLANNING Land Use Applications	90	Town and Regional Planning and Building Control Planning		
TOWN PLANNING: Air Pollution	TOWN PLANNING: Air Pollution	3	Town and Regional Planning and Building Control Planning	433482	Select
TOWN PLANNING: Sound Disturbance	TOWN PLANNING: Sound Disturbance	3	Town and Regional Planning and Building Control Planning	433487	Select

